

# Programs and Rates 2023

FEBRUARY TO SEPTEMBER



## DEFINITIONS

Children up to 3 years old stay for free sharing a room with their parents, does not include extra services.

Maximum 4 people per room.

### High Season:

Feb 01, 2023 to Mar 31, 2023.

Long weekends nights:

Apr 6-8 (Easter weekend)

Apr 28-30 (Labor Day)

Jun 23-25 (Saints Peter and Paul)

Aug 11-14 (Religious holiday)

Sep 15-19 (National Holidays)

Oct 6-8 (Discovery of America)

Oct 26-31 (Halloween weekend)

### Low Season:

Apr 1, 2023 to Oct 31, 2023.

Excludes dates within this period included in the high season.

### Bed & Breakfast:

Includes accommodation and breakfast.

### Half Board:

Includes lodging, breakfast, and dinner at Tawa\* restaurant.

### Full Board:

Includes lodging, breakfast, lunch, and dinner at Tawa restaurant or Lunch Box\* modality.

### Full Expedition:

Includes lodging, breakfast, lunch, and dinner at Tawa restaurant or Lunch Box modality. Daily exploration experiences based on a schedule. Open Bar\*\*.

\*\* Three-course menu: drink, house wine or beer (2 per traveler), tea or coffee.

\*\* Open bar: does not apply to some wines and whiskies.

## INFRASTRUCTURE AND SERVICES

### Check-In:

From 15:00 hrs onwards

### Check-Out:

Until 12:00 hrs

Early check-in and late check-out are subject to availability and have an additional 50% surcharge on the nightly rate.

Tawa Refugio del Puelo has **hot tubs**, free of charge for guests, located outside and safe, all rooms have a free safe. For this reason, the hotel is not responsible for replacing money or valuables that are not kept in the safe. Early check-in and late check-out are subject to availability and have an additional surcharge of 50% on the nightly rate.

Tawa is a **non-smoking** hotel throughout its interior, in compliance with "Law 20.660". A fine of USD 500 will be charged to violators.

Given the type of infrastructure, Tawa has a "no pets" policy, however, customers with **service animals** such as guide dogs are welcome.



## CONFIRMATION TERMS

- The amount to be paid at the time of booking will be 30% of the quoted rate. The remaining 70% will be charged 10 days prior to the check-in date. For groups (+4 rooms), 30% must be paid with the booking and the balance 30 days before the check-in date.
- If the reservation is made during the 10 days prior to check-in, the amount to be paid at the time of booking will be 100% of the quoted rate.
- It is possible that the validity of the credit card will be verified before the customer's check-in.
- The payment will be made in the hotel's currency: CLP.
- Foreign travelers who pay in dollars and can prove their tourist status are exempt from paying VAT.
- According to local tax laws, Chilean citizens (and foreigners who stay more than 59 days in Chile) must pay an additional 19% fee. This fee is not automatically included in the total amount of the reservation.

## CANCELLATION OR MODIFICATION POLICIES

To cancel and change your reservation, please send a written request by email within the following deadlines to avoid additional charges:

- 15 days before check-in, no penalties apply.
- Between 14-1 days before check-in - in case of cancellation, a one-night charge will apply. In case of changing your reservation, a different rate may apply.
- In case of NO SHOW, 100% of the booking amount will be charged.

## SPECIAL CONDITIONS

- To confirm your reservation, you must make an advance payment for your stay.
- In case of force majeure where we cannot fulfill the reservation, we will arrange to transfer the travelers to the best available nearby hotel.



We are waiting for you!



Tagua Tagua Lake | Puelo · Cochamo · Chile | [www.tawarefugio.cl](http://www.tawarefugio.cl) | [info@tawarefugio.cl](mailto:info@tawarefugio.cl) | +569 669 88731 | Ig: @tawarefugio